

Acer EZverge Personal
VoIP Gateway
User Manual

Rev. 1.2.3

Contents

1	Introduction	3
1.1	Welcome	3
2	Package contents	3
2.1	Requirements	3
3	Installing and uninstalling Acer EZverge	5
3.1	Installing EZverge	5
3.1.1	Install the EZverge adapter.....	5
3.1.2	Setup the EZverge hardware.....	7
3.1.3	Install Skype.....	8
3.1.4	Verify installation.....	8
3.2	Uninstalling EZverge	10
4	Getting started with EZverge	13
4.1	Enabling EZverge	13
4.2	EZverge states	14
4.3	Disabling EZverge	15
5	Using EZverge	16
5.1	General settings	16
5.2	Before making Skype calls	17
5.2.1	Setup Skype Speed-Dial number.....	17
5.3	Making and receiving calls	19
5.3.1	Making and receiving regular calls.....	19
5.3.2	Receiving a Skype call.....	19
5.3.3	Making a Skype call.....	19
5.4	Switching between Skype and landline calls	19
5.5	Conference call between Skype and landline calls ..	20
5.6	3-way calls	20
5.7	Placing a Skype call on/off hold	21
5.8	Reminder ring	21
5.9	Skype voicemail	21
6	FAQ	22

1 Introduction

1.1 Welcome

Thank you for choosing the Acer EZverge Personal VoIP Gateway PCI card. EZverge allows you to make a traditional landline call or Skype call (an internet telephony program) using a regular analog wired/cordless phone or DECT (Digital Enhanced Cordless Telecommunications) phone. The landline is always available through EZverge for emergency calls even if EZverge is not functional. EZverge supports both multiple calls (switching between calls from multiple contacts) and conference calls (talking to one Skype contact and one landline contact simultaneously). With these functions and EZverge's user-friendly interface, it is simple and convenient to chat simultaneously with several contacts.

EZverge offers a simple and convenient user interface for operation. You can easily use it with a regular analog telephone or, by connecting EZverge with a cordless or DECT phone, you can make or receive a Skype call through the handset keypad without having to stay close to your computer. You can carry the handset away from the computer and not need to worry about missing a single call (landline or Skype).

2 Package contents

The Acer EZverge package includes the following.

- | | |
|---|---------------------------|
| 1. EZverge personal VoIP gateway | 2. Telephone cable |
| 3. CD-ROM | 4. User's Guide |
| 5. Quick Start Guide | |

2.1 Requirements

In order to install the EZverge adapter you will need the following:

1. EZverge PCI adapter
2. RJ-11 cable
3. Telephone (regular telephone, cordless phone, DECT phone or other)
4. Telephone service

5. Internet service (broadband recommended)

3 Installing and uninstalling Acer EZverge

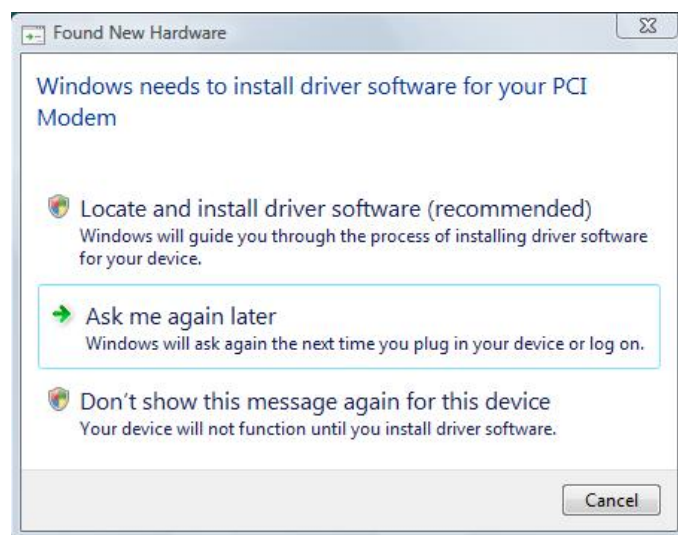
3.1 Installing EZverge

The following instructions will guide you through installing EZverge.

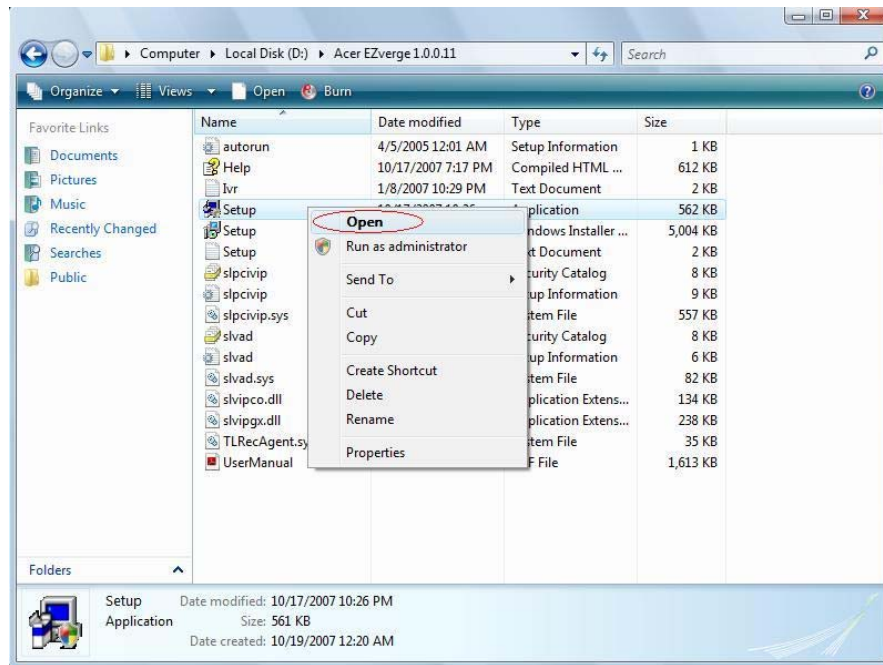
- Shut down the PC and plug in the EZverge adapter. (3.1.1)
- Turn on the PC and wait for the New Hardware Found Wizard. (3.1.1)
- Configure EZverge hardware. (3.1.2)
- Install Skype. (3.1.3)
- Verify the installation is correct. (3.1.4)
- Enjoy Skype calls with EZverge.

3.1.1 Install the EZverge adapter

If there is no Acer EZverge adapter in the PC, please shut down the PC and insert the EZverge adapter to one of the PCI slots. Boot the PC. When you see the window shown by the picture below, don't press anything (don't choose "Locate and install driver software (recommended)" or "Don't show this message again for this device"). If the EZverge adapter and its software are already installed, then please skip this section and go to section 3.1.2.



Please insert the EZverge CD and run **setup.exe** by either double-clicking on it or right-clicking and choosing **Open** as shown by the picture below:



After running setup.exe, Microsoft Windows will prompt you to complete the installation. You can refer to the following steps for pop-up window prompts:

1. Click **Next** when the "Welcome to the Acer EZverge Setup Wizard" window appears.
2. Click **Accept** after you have read and agreed to the "End-User License Agreement."
3. Click **Browse** to select your application target folder and then click **Next**.
4. Click **Install** to begin your EZverge installation when the "Ready to Install" window appears.
5. The window "Installing Acer EZverge" reports installation status.
6. Click **Finish** after completing the Acer EZverge Setup Wizard.

The EZverge software is now installed on your computer.

3.1.2 Setup the EZverge hardware

Connect a standard telephone handset to the EZverge Phone port using a telephone cable as shown below. Connect a telephone cable between the EZverge Line port and a landline as shown below.



3.1.3 Install Skype

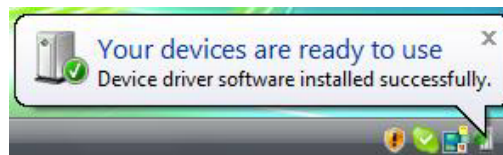
To set up the EZverge adapter completely, you are required to install Skype on your computer before you can use the EZverge application. You should keep the EZverge software updated to the latest version to ensure your EZverge software works seamlessly with Skype's future releases, since Skype's new release version might change software behavior.

If Skype is not installed on your computer, please follow the following steps to complete the Skype installation.

1. Visit <http://www.skype.com>.
2. Click **Download** for the free Skype download.
3. After finishing the download, double-click the downloaded file.
4. You can check Help on the Skype website and then follow the guide to install Skype.
5. After installation, log in with your Skype user account before using EZverge.

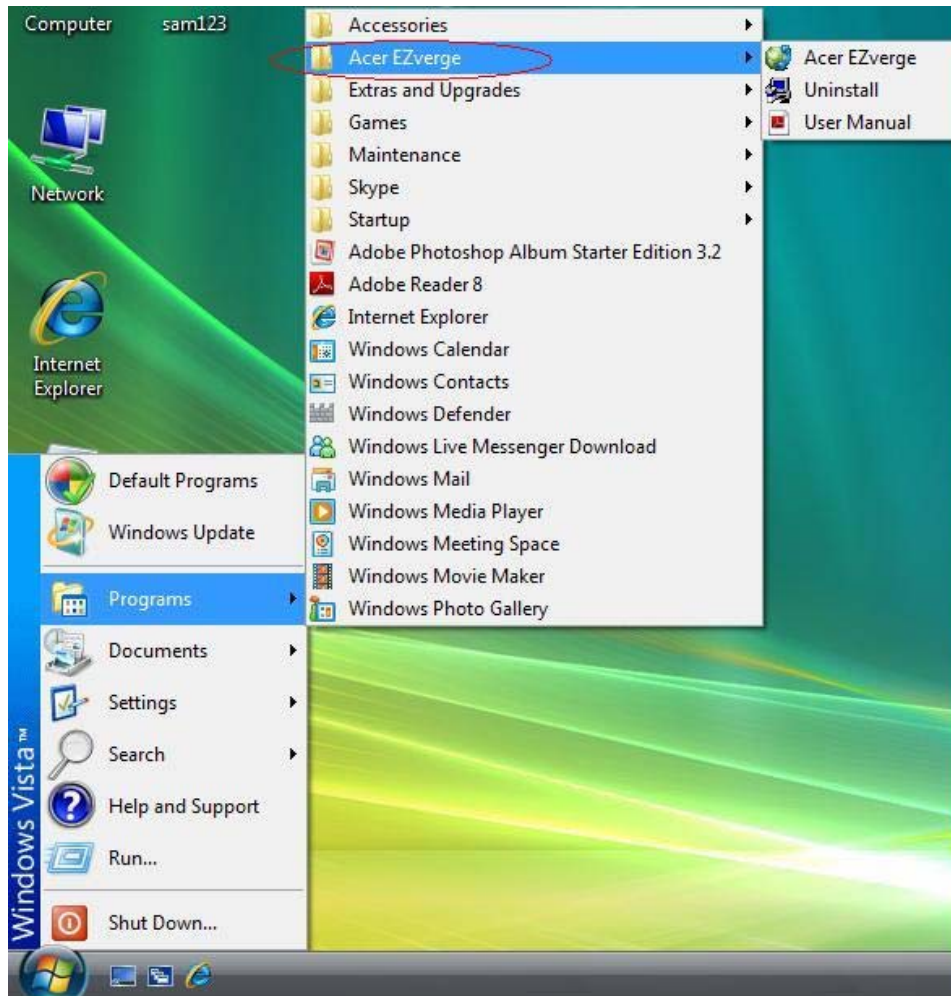
3.1.4 Verify installation

With both EZverge and Skype installations complete, you should see the following message appear near the System Tray and a green telephone icon tray icon (circled in red below).



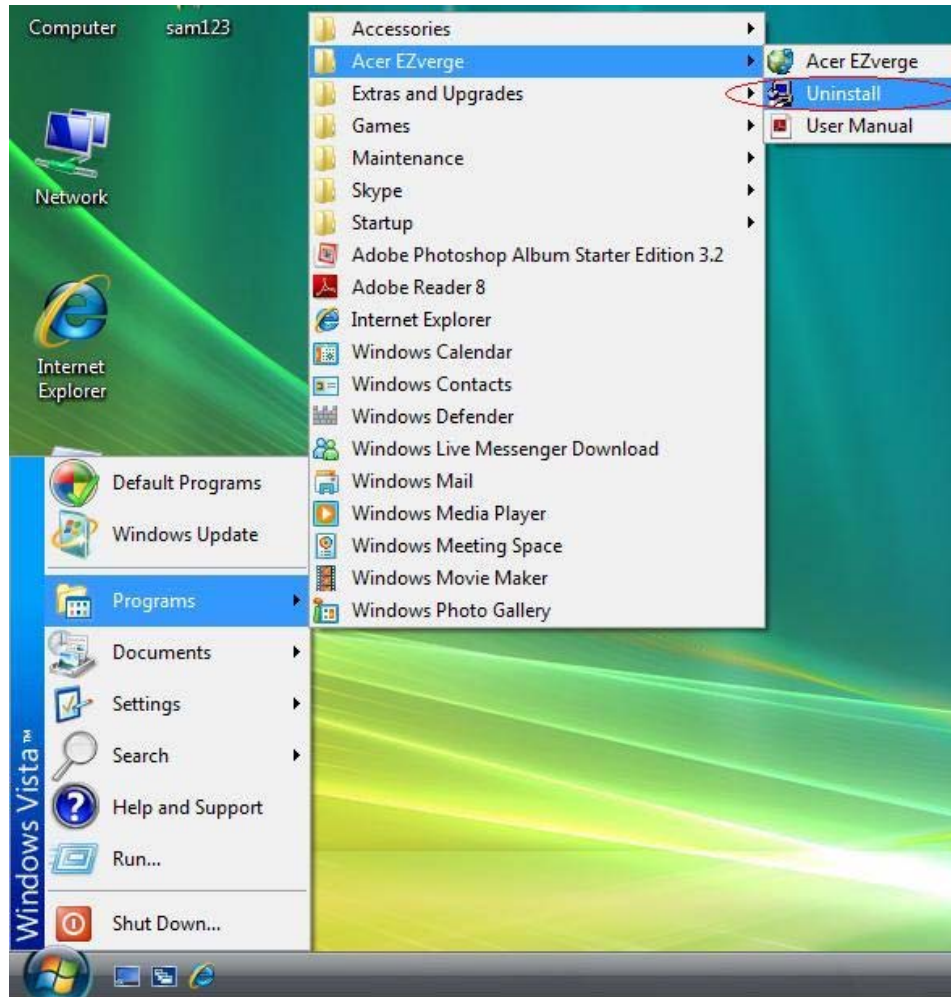
The green telephone icon indicates that EZverge software is installed and running and that you can start to enjoy Skype calls via EZverge.

You will see a new program group named Acer EZverge, accessible from Start -> All Programs as shown below.

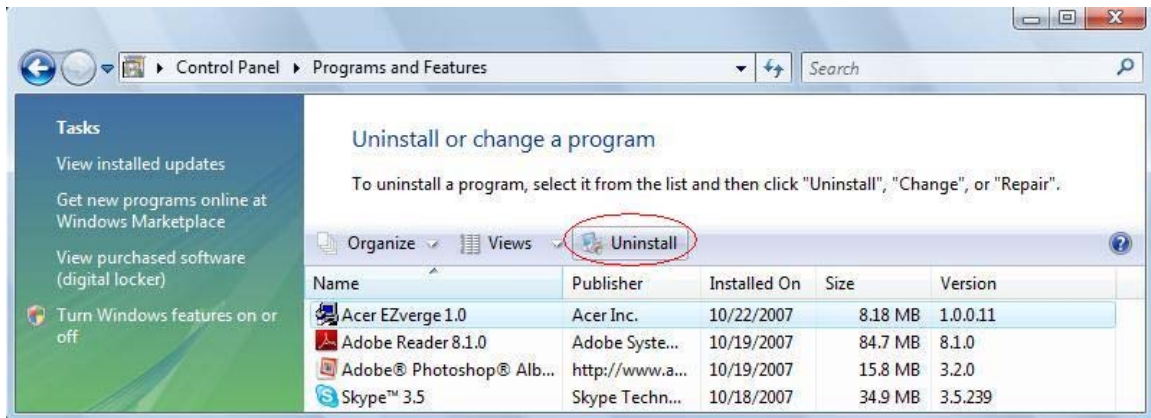


3.2 Uninstalling EZverge

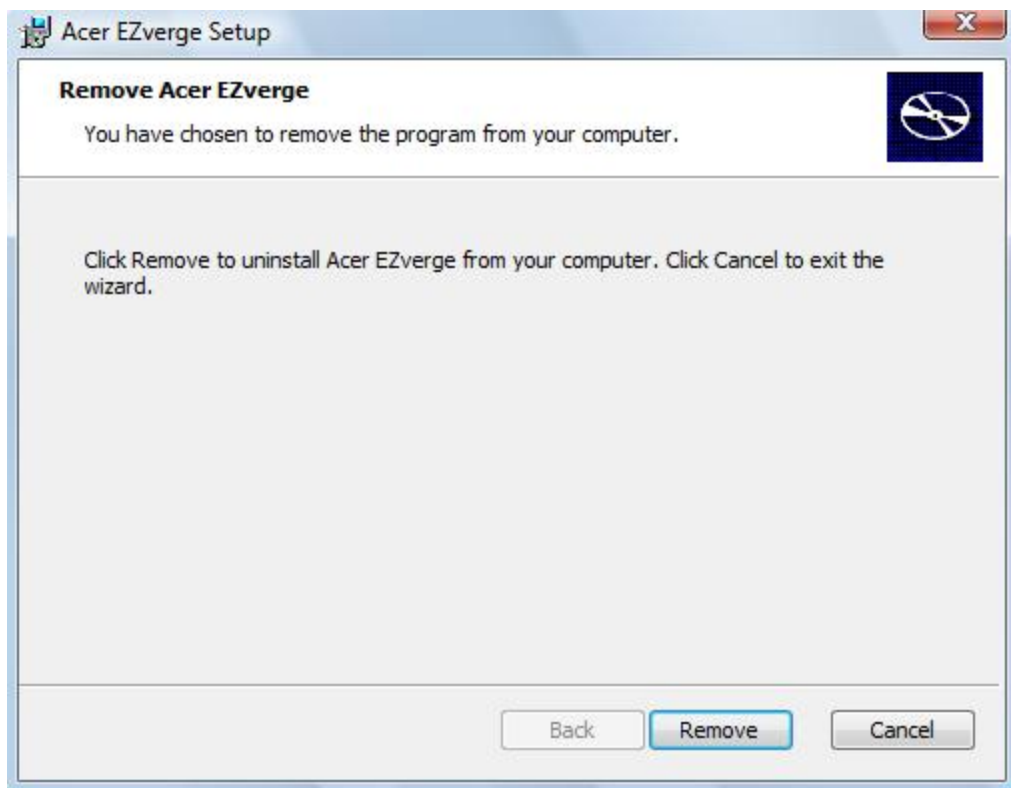
There are two methods to uninstall EZverge software. First, you can click **Uninstall** in the EZverge program group accessible as a menu item under Start button -> Programs -> Acer EZverge.



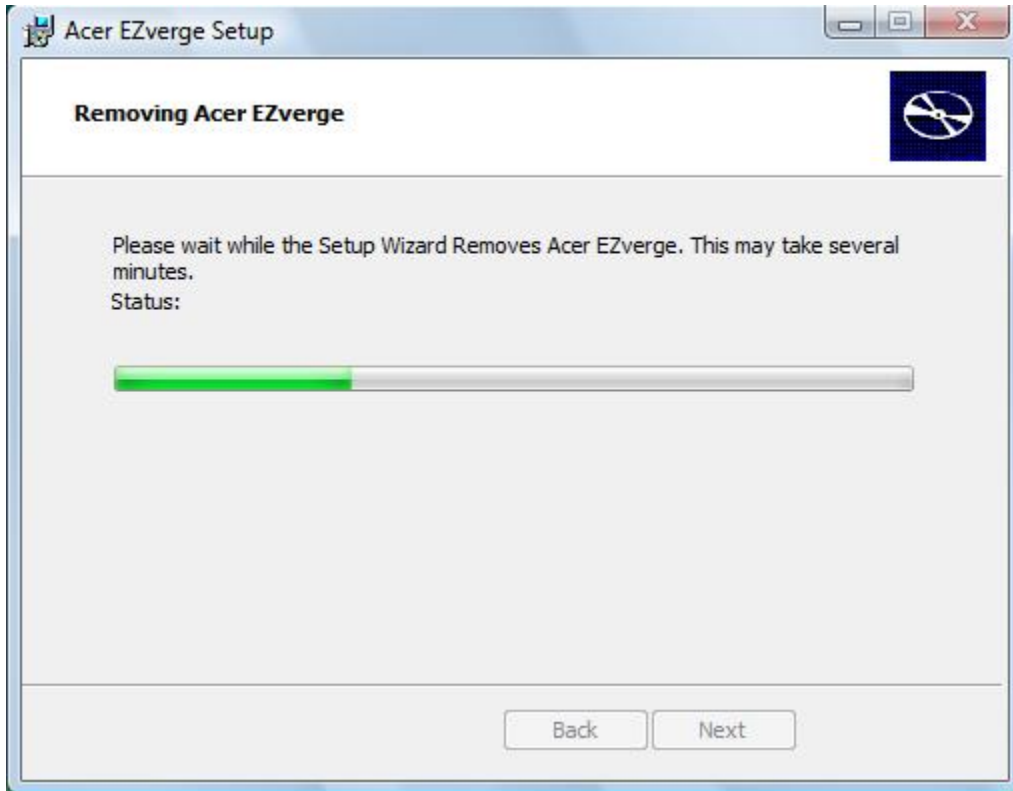
Second, you can click **Uninstall** Acer EZverge from Control Panel -> Programs and Features as shown below.



Click **Remove** to uninstall EZverge.



You will see the uninstall indicator as follows. When the uninstall indicator disappears, the uninstall is complete.



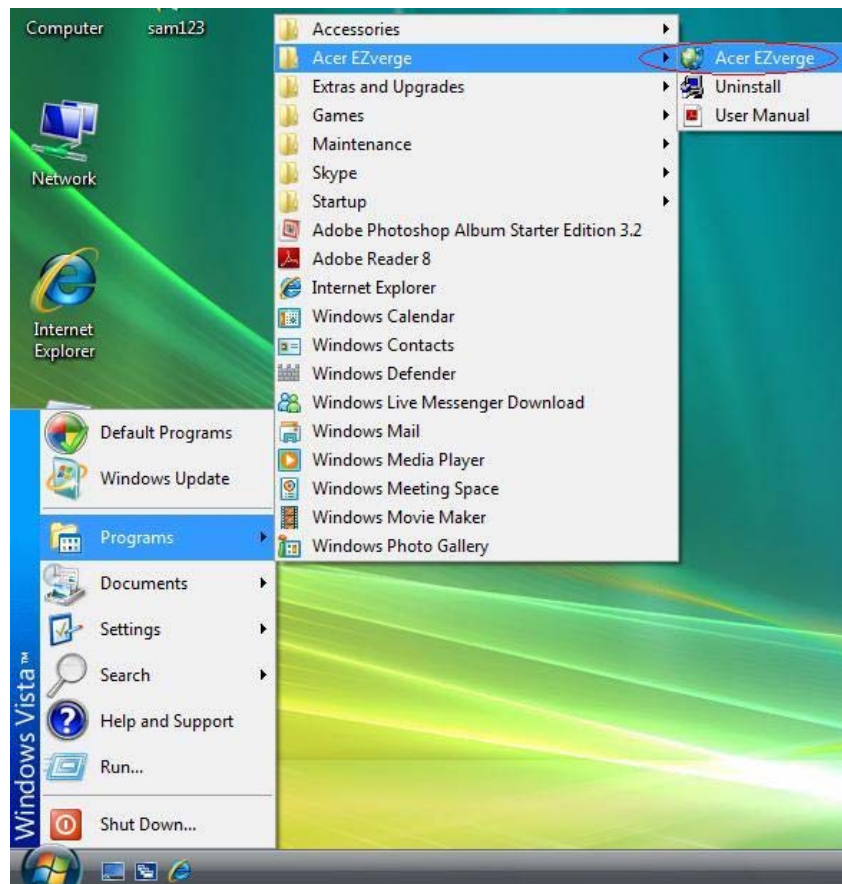
4 Getting started with EZverge

4.1 Enabling EZverge

In order to use EZverge and its features, you need to make sure the following actions are done.

- EZverge adapter must be plugged into the PC.
- A telephone handset must be connected to the Phone port of the EZverge adapter.
- A landline must be connected with the Line port of EZverge adapter.
- The EZverge program must be running (green telephone icon in Windows System Tray).

If EZverge is not running (i.e., there is no green telephone icon), please make sure the EZverge adapter is seated in the PC correctly and launch the EZverge program as shown below (Start -> Programs -> Acer EZverge -> AcerEZverge):



You should now see the EZverge icon in the System Tray as shown below.



You are now ready to use the EZverge.

4.2 EZverge states







When the EZverge adapter and software are installed properly, you will see a green phone icon in the System Tray as shown below.



If the EZverge program is launched, but Skype is not running, then the EZverge tray icon will be in red as shown below.



During an incoming or outgoing Skype call, the EZverge tray icon will change to one of the telephone handset icons shown below. In addition, it will vibrate back and forth.

Tray icon	State
	EZverge adapter, EZverge software and Skype are installed properly
	1.Landline OK and Skype unavailable 2.Landline unavailable and Skype unavailable
	1.Pick up phone handset 2.In a landline or Skype call
	1.Pick up phone handset 2.In a landline call
	During a landline or Skype incoming call, EZverge tray icon will show phone on-hook and off-hook alternately
	During a landline incoming call, EZverge tray icon will show phone on-hook and off-hook alternately

If EZverge is not launched, there won't be an EZverge tray icon.

4.3 Disabling EZverge

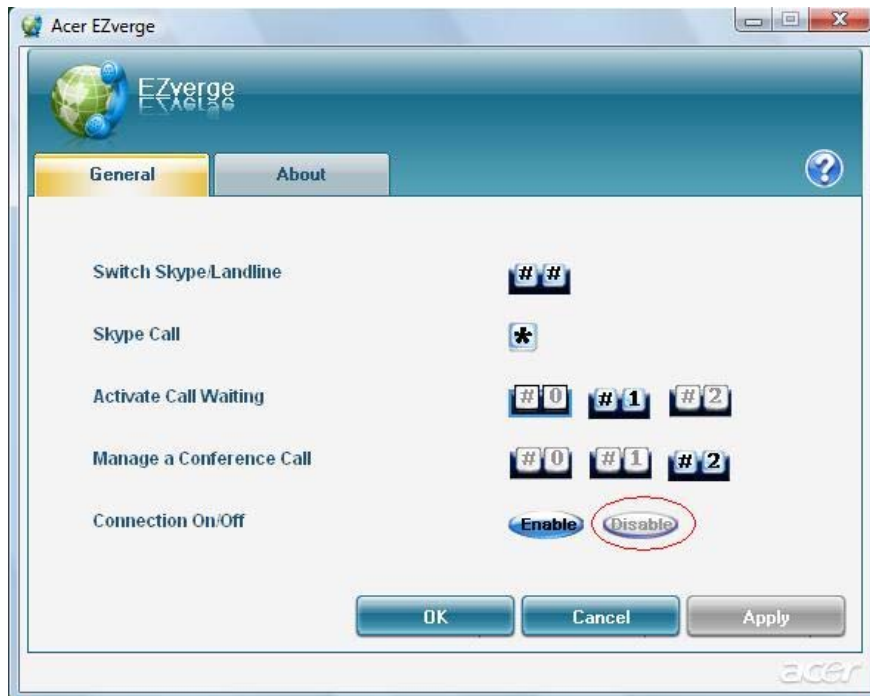
There are two methods to disable the EZverge function. First, you can right-click on an EZverge tray icon and select **Exit** as shown below to close the EZverge program.



Second, you can double-click on EZverge or right-click on EZverge and select **Configure** as shown below.



After the following window pops up, you can click **Disable** under EZverge Connection On/Off to disable the EZverge application.



5 Using EZverge

5.1 General settings

You can define a key or sequence of keys on the handset as function keys to switch between Skype and landline modes, make Skype calls, switch between calls, initiate a conference call and enable or disable the EZverge application. You may also change some default settings of EZverge and click **Apply** to store your settings.

Right-click on the EZverge System Tray icon and select **Configure** to adjust settings.



You will see the configuration tab as shown below.



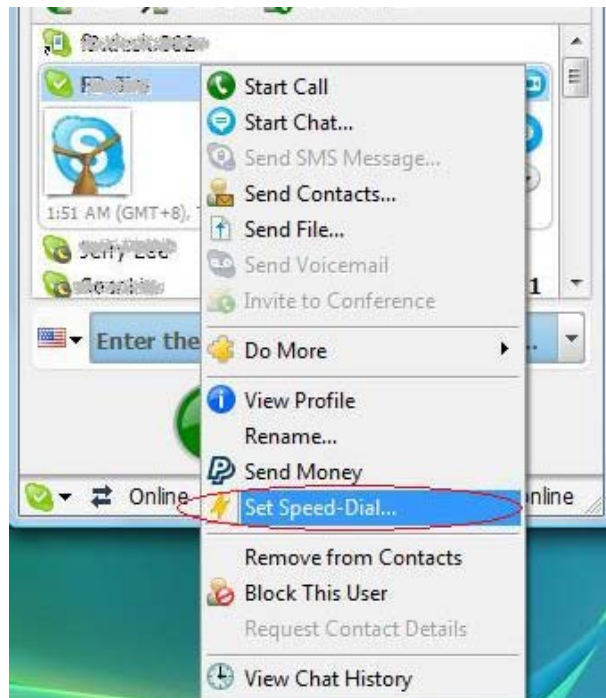
- **Switch Skype/landline** - Switches between Skype and landline modes.
- **Skype Call** - After dialing the number, press this key to make a Skype call.
- **Active Call Waiting** - Press this key to turn on call waiting.
- **Manage a Conference Call** - Use this key to start a concall or add more participants.
- **Connection On/Off** - Enables or disables EZverge.

5.2 Before making Skype calls

5.2.1 Setup Skype Speed-Dial number

This section describes how to setup a Skype speed dial number. This is required in order to use an EZverge connected handset to dial to a Skype contact, while it is not required for making SkypeOut calls.

Step 1: Right-click on the desired contact and select Set Speed-Dial.



Step 2: Enter the desired speed dial number (1 or 2 digits: e.g. 66) and press **OK**.



Step 3: You will now see an indication that the Skype contact has a speed dial associated with it.



5.3 Making and receiving calls

5.3.1 Making and receiving regular calls

1. Make sure the landline is connected to Line port of EZverge correctly.
2. Make and receive calls as you did before.

5.3.2 Receiving a Skype call

Upon hearing the phone ring, pick up the handset to talk.

5.3.3 Making a Skype call

Step1: Pick up phone and press **#, #**.

Step2: Enter the Skype Speed-Dial number or the SkypeOut number.

Step3: Press ***** to initiate the call.

5.4 Switching between Skype and landline calls

While on a landline call you may receive a Skype call or while on a Skype call you may receive a landline call. The EZverge adapter will indicate an incoming call with an audible call waiting tone and you can do the following:

- Press #1 to answer the new call and keep the current call on-hold.
- Press ## to answer the new call and terminate the current call.

If you have two active calls, you may:

- Press #1 to put the current call on-hold and switch to the other call.
- Press ## to terminate the current call and switch to the other call.
- Press #2 to initiate a conference call with both parties (see the next section).

While on a landline call, if you receive a Skype call, you can see the Skype user name on your telephone (if it has alphanumeric CLID display).

5.5 Conference call between Skype and landline calls

While on a landline call you may receive a Skype call or while on a Skype call you may receive a landline call. The EZverge adapter will indicate an incoming call with an audible tone and by pressing #2 you can include the additional caller in a conference call.

While in a conference call, you may press #1 to return to two active calls (with PSTN active, Skype on-hold), and then use the key sequences described above to switch between calls, or conference them again using #2.

5.6 3-way calls

During an active Skype call, you may press #1 to put the current Skype call on hold and get a PSTN dial tone to initiate a landline call. Similarly, during an active landline call, you may press #1 to put the current landline call on hold and initiate a Skype call.

You may then:

- Press #1 to switch between active calls and keep the current call on hold.
- Press ## to terminate the current call and switch to the call on hold.
- Press #2 to initiate a conference call with both parties.

5.7 Placing a Skype call on/off hold

During a Skype call, you can place the call on hold by pressing #3. The call can then be resumed by pressing #3 again.

5.8 Reminder ring

If you place the handset on its cradle while there is a Skype call on hold, EZverge will continuously RING the telephone to remind you about the on-hold call.

5.9 Skype voicemail

With EZverge active, the attached telephone handset can be used to check and listen to your Skype voicemail.

In order to access your Skype voicemail:

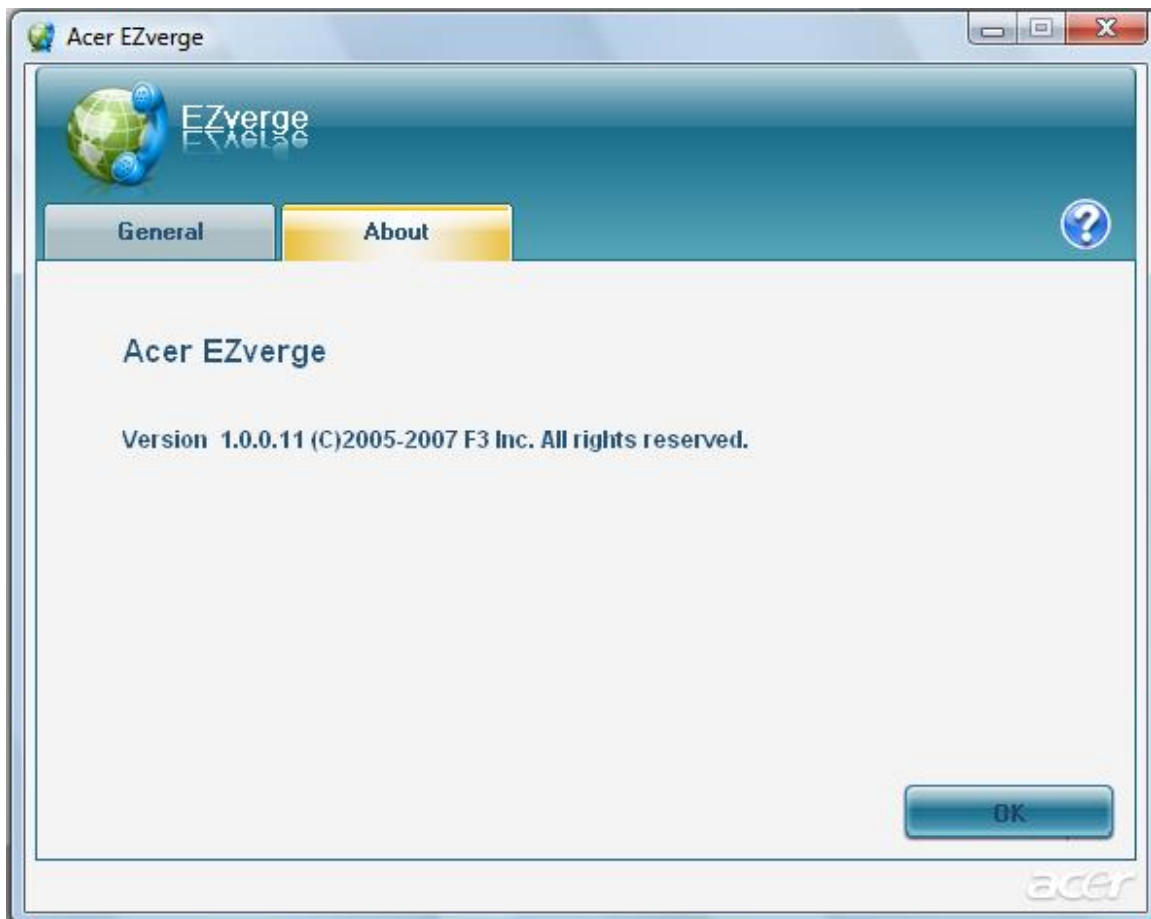
1. Check for voicemail messages under the New Events or History menu.
2. Pick up the attached telephone handset.
3. Click the **Play** button of the desired notification (circled in red below) to listen to the voicemail.



To exit voicemail mode, just hang up the handset.

6 FAQ

To find the driver version, right click on the EZverge tray icon (a green telephone icon) and select **About**.



If you encounter any problems regarding the use of this product, please refer to the following frequently asked questions (FAQ).

Q1: EZverge suddenly stopped working! (Fix for common problems)

If EZverge suddenly stops working properly (e.g. stops responding to incoming rings or you cannot get a Skype dial tone) try the following:

- Quit the EZverge program (right-click on EZverge tray icon and select Exit).
- Quit the Skype application.
- Restart Skype.
- Restart the EZverge program.

You can also try rebooting the PC.

Q2: Skype version warning

If you get a Skype Version Warning from EZverge as below, then you should upgrade your Skype to the appropriate version. Otherwise, EZverge may not operate properly.

Acer EZverge requires Skype version greater than 2.5, please login Skype web site to download a formal release and successfully login and re-launch Acer EZverge.

Q3: EZverge does not appear to be responding to incoming calls

There are several reasons why EZverge may not function.

- EZverge may not work properly with some 4-wire (multiline) phones.
- The EZverge adapter is not seated properly in the PC. The green phone icon should be in the Windows System Tray if the EZverge adapter is seated properly and the EZverge program is running.
- Make sure the handset is connected to the Phone port of EZverge adaptor and not the Line port.
- If the Skype application was terminated for any reason while the EZverge application was running, you will need to exit the EZverge application and restart it.
- Some telephone handsets require a battery to be installed in order to ring. If your handset requires a battery, make sure there is a battery installed and that the battery is not depleted.

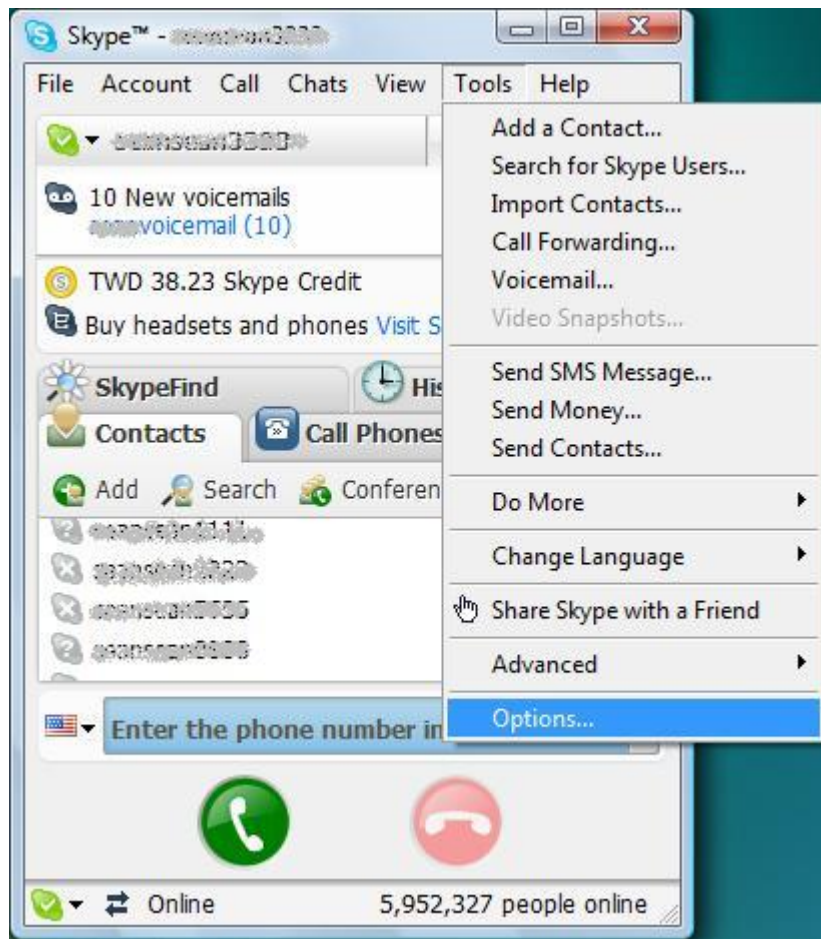
Q4: I cannot hear the dial tone when I pick up the handset connected to the EZverge adapter.

Please check that the handset is connected to the Phone port of the EZverge adapter.

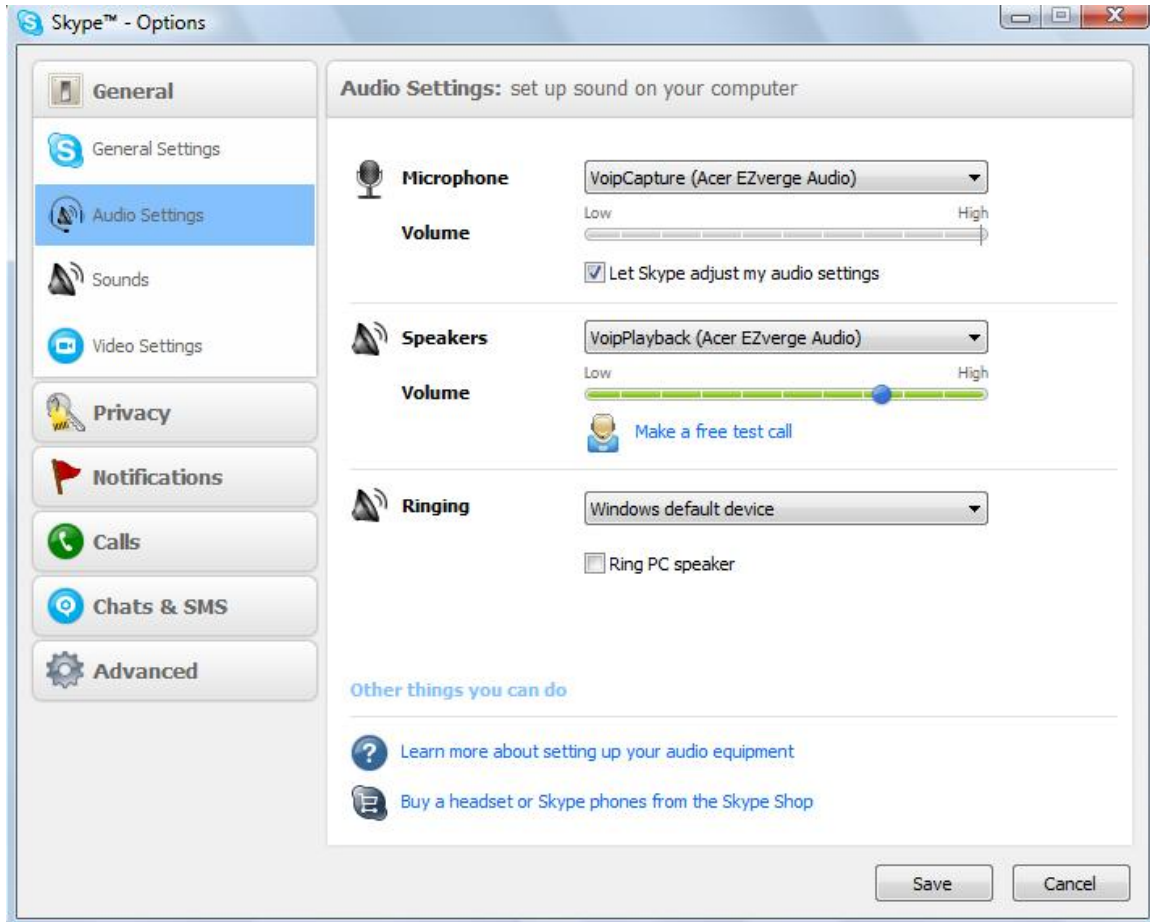
Q5: Cannot hear the Skype call with telephone handset

Check to make sure that Skype is configured to use the EZverge audio device as its microphone and speaker audio settings. To set this:

Select **Options** from the Skype Tools Menu as shown below.



Then select **Audio Settings**.



Check the Microphone and Speakers list boxes and make sure Acer EZverge Audio is selected.

Q6: Skype user names don't display on the telephone handset

- Make sure that your telephone has Caller ID name and number display support.
- Note that some phones display numbers only and some phones display the name ONLY if the name is stored in the telephone's address book. In this case store the Skype user name and speed dial number in the address book in order for the Skype user name to display.
- Some examples of phones that support Caller ID name and number are:
 - Panasonic KX-TC1703
 - Panasonic KX-TC1486B
 - GE 29267GE3-B

- o Uniden DXI986-2
- o VTech 9127
- o AT&T 2230
- o Radio Shack ET-3580

Q7: Why can't I use the phone to make or receive Skype calls even after EZverge hardware and software are successfully installed?

Check to make sure that Acer EZverge is allowed to use the Skype program. To do this:

1. Select **Options** from the Skype Tools Menu.
2. Select **Advanced**.
3. Select **Manage other program's access to Skype** and **Manage API Access Control**.
4. Select **EZvergeAgent.EXE** and click the **Change** button.
5. Select **Allow the program to use Skype** and click **OK**.

